

PRESENTED BY:
Ajay Bagal
Executive Director



Joint Technology Committee
Annual Report
February 16, 2023



Agenda

- Overview
- Benefits of SIPA
- Board of Directors
- 2022 Year in Review
- Wildly Important Goals (WIGs)
- Portal Integrator / colorado.gov
- Technology Portfolio
- Awards
- Customers
- Micro-Grant Program
- User Conference
- Innovation Fund Program
- Customer Comments
- SIPA Team



Overview

Purpose Statement

We improve the quality of life in Colorado by connecting the public to efficient services through technology, enabling governments to focus on their core missions.

Statute

- Created by the General Assembly in 2004
- C.R.S. § 24-37.7-101, et seq.

Self-Funded

- Operates without funding from General Assembly
- Payment processing
- Sale of licenses
- Time and materials consulting

SIPA Serves



All of Colorado

- State & Local Governments
- Special Districts/Authorities
- K-12 Public Education
- Public Colleges & Universities



Benefits of SIPA

Benefits & Value

Efficient cost-saving technology
Colorado governments only

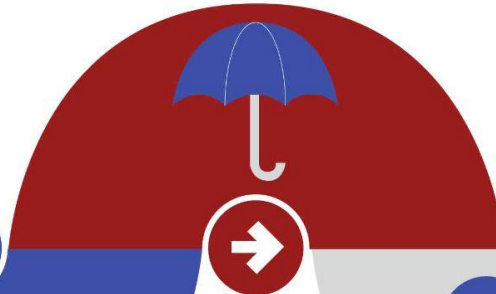


Cloud-based technologies
Platform security requirements
Best-in-class solutions

Supplier Vetting

SIPA-Negotiated Supplier Contract Terms

SIPA negotiates prices and terms
Low-risk for governments
Insurance and liability protection required



Government to government
No-hassle billing terms/conditions
Clear and concise invoices

Ease of Procurement

Customer & Community Support

Customer support
Professional services
Micro-Grant & Innovation Fund Programs



Governed by Board of Directors

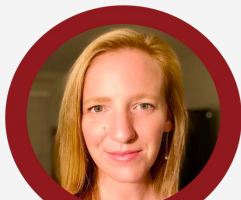
Elected officials | State legislators | Government stakeholders | Private residents



Anthony Neal-Graves
CIO & Executive Director
Office of Information Technology



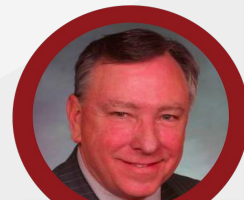
Mark Ferrandino
Executive Director
Department of Revenue



Danielle Morrill
Chief Technology Officer
Firstparty Labs



Hannah Parsons
Chief Revenue Officer
Barn Owl Tech, Inc.



Mark Baisley
Representative
State of Colorado



Ernesto Chavez
Chief Technology Officer
City of Lafayette



Rick Garcia
Executive Director
Department of Local Affairs



Anthony Gherardini
Executive Director
Dept of Personnel & Administration



Billy Griffin
Senior Product Manager
GitHub



Jena Griswold
Secretary of State
State of Colorado



Jason Harris
Data Analytics/QA Manager
State Judicial Branch



David Oppenheim
Director of Operations
& Cabinet Affairs
Governor's Office



Kevin Priola
Senator
State of Colorado



Bob Rankin
Senator
State of Colorado



Brianna Titone
Representative
State of Colorado

2022 REVIEW

New Service Offerings

- EngagementHQ
- Cybersecurity
- Microsoft

New Suppliers

- EVOTEK
- OGx
- Plante Moran

Funding Distributed

- \$650,000 Innovation Fund for State Agencies
- \$176,831 Micro-Grants for Local & State Governments

Governments Served

- 63 New Governments to SIPA (Total 849)
- 201 New Services Provided to Governments
- 175 Service Renewals
- 142 Add-on Services to Existing Customers

Colorado.gov Services

- 460+ Websites
- 1,334 Payment Systems
- \$3.1B Payments Processed for Governments

SIPA Wildly Important Goals (WIGs)

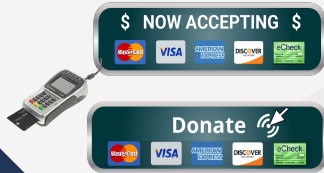
WIG	Metric(s)	Status
Complete the Portal Integrator Procurement	<ul style="list-style-type: none">• New contract by December 2022	<ul style="list-style-type: none">• Completed December 2022
Cryptocurrency Pilot	<ul style="list-style-type: none">• Convert cryptocurrency to USD to pay taxes by September 2022	<ul style="list-style-type: none">• Completed September 2022
Revenue Diversification	<ul style="list-style-type: none">• Improve SIPA's supplier portfolio• Add services/revised profit sharing with existing or new suppliers• Expand partnerships for complex procurements	<ul style="list-style-type: none">• New MSA drafted• 2 new suppliers contracted
Local Government Cybersecurity Education	<ul style="list-style-type: none">• Develop ways to share cybersecurity improvements with local government - policy development; organizations information security training plan, small government services offering	<ul style="list-style-type: none">• Information Security Policy Templates created• Local Gov Offering designed & launched

Colorado.gov Portal Services

Device Responsive Websites



Payment Processing



In partnership with

NIC Colorado

Online Forms



Custom Applications



Portal Integrator Reprocurement

SB21-141, which was sponsored by the JTC, allowed SIPA to include in its statute the Invitation to Negotiate (ITN) as a procurement method for portal services:

- The ITN allowed for more flexibility to speak with Offerors during the competitive procurement process

ITN process resulted in more meaningful negotiations, which included:

- A true consumption-based model
- SIPA Governance and oversight of business model, investment strategy, and service strategy
- Expanded Help Desk offering 24x7
- Established industry best practice performance management methodology and SLAs
- Enhanced accessibility and security requirements

Technology Portfolio

NIC Colorado



Awards



DOLA Emergency Rental and Mortgage Assistance Program

Town of Johnstown

Honorable Mention: Colorado.gov



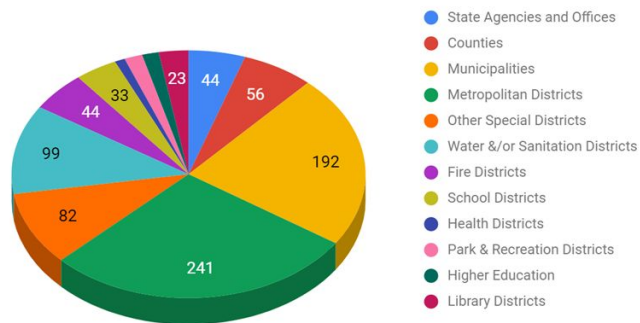
DOLA Emergency Rental and Mortgage Assistance Program

Colorado Coronavirus



Customers

Colorado Governments with an Agreement with SIPA



Year	2006	2013	2022
Governments Served	30	252	849



Micro-Grant Program for All Governments



- The Micro-Grant program is designed to connect residents to governments by putting more information and services online.
- Since 2010, more than 357 grants and over \$1.6M have been awarded to governments across the state.
- 22 of the 37 awardees attended the ceremony in-person to accept their award.

2022 User Conference



Human-Centered Research in Service of the Underserved



Broadband



Cybersecurity - State of CO



The Power of Culture



Government Data Advisory Board for a Modern Culture



"This conference was excellent with many pertinent topics. It was GREAT to be back in person to reconnect with contacts that I haven't seen in a while and meet new contacts! And it was good to meet Ajay in person."

"Great to hear about the Whole of State initiative for the State of Colorado..."



"I had a hard time choosing which sessions to attend as they all looked interesting."

Innovation Fund for State Agencies



Project	Completion Date	Awarded
DOLA Demography Dashboards and Story Maps	January 2022	\$7,000
DOR UI/UX for DMV Platforms	March 2022	\$150,000
DOR WIG for Underserved and Underrepresented	March 2022	\$160,000
CDA Farm Fresh Program Support	June 2022	\$15,000
CDPHE Water Quality Control Board	October 2022	\$30,000
CDHS Salesforce Application for Ageing and Adult Service	October 2022	\$95,000
DOL Law Enforcement Records Management System	November 2022	\$250,000
CDHE Student Transfer Wireframes	December 2022	\$60,000
DPA State-Owned Facilities Map Tool	December 2022	\$10,800

Customer Comments

Town of Minturn

"We are very happy both with our online payment system through SIPA (for Court) and the online forms/payment system for everything else. We've been very pleased with the ease of use and the cost savings."

Nederland Community Library District

"Team is always very responsive and respectful, understanding when sometimes small organizations can get easily overwhelmed!"

City of Ouray

"I have worked with SIPA in two municipalities and the services and response are still great and the same. I would not be able to provide enterprise services in small municipalities without SIPA assistance."

Boulder County

"SIPA is very helpful, super responsive, and negotiated additional discounts for us!"

SIPA TEAM



Ajay Bagal
Executive Director



Catherine Kunst
Chief Operating Officer



Jerrod Roth
Chief Technology
Officer



Beth Justice
Sales & Marketing
Director



Kara Finch
Contract Manager/
Legislative Liaison



Derek Martinez
Director of
Financial Operations



Duane Tucker
Customer Success
Director



Alex Schriefer
Office Manager
& Bookkeeper



Will Carter
Solution Architect/
IT Project Manager



Heather Nelson
Operations Specialist



Sharon Trilk
Marketing &
Communications



THANK YOU

We look forward to working with you!

OFFICE



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